

## REMARKS

In response to the above identified Office Action, Applicants have amended their application and respectfully request reconsideration thereof.

### *Amendment of Claims*

Claims 1, 14, and 27 have been amended to further clarify that a data operation determines how a relevant entry of the cumulative record is modified. The phrase "the relevant entry of" has been added to claims 1, 14, and 27 to clarify this aspect.

### *Response to Claim Rejections – 35 USC § 102*

Claims 1-27 stand rejected under 35 U.S.C. § 102(e) as being allegedly anticipated by U.S. patent no. 6,263,049 B1 (hereinafter Kuhn).

Applicants respectfully traverse the rejection of claims 1-27 under 35 U.S.C. § 102(e) for the reason that Kuhn does not disclose each and every limitation of the claim 1, as amended, of the present application.

To anticipate a claim, the reference must teach every element of the claim.

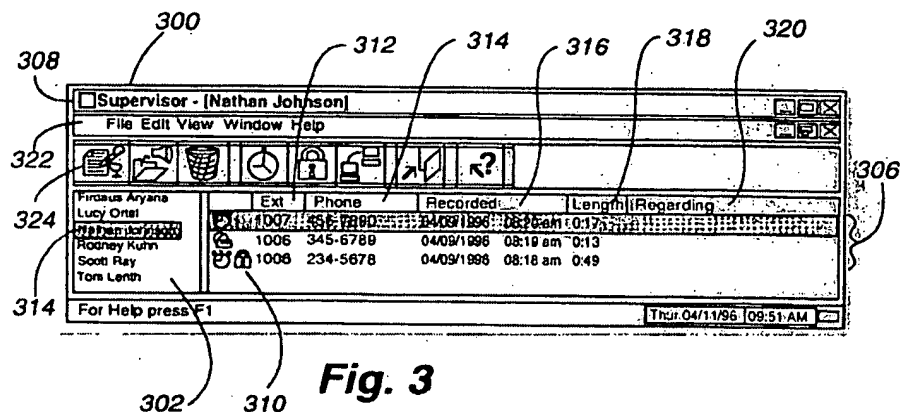
"A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference."

Claim 1 includes the following limitation:

modifying the cumulative record to reflect the interaction information contained within the interaction record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the relevant entry of the cumulative record is

modified to reflect the interaction information contained within the interaction record.

The Office Action, in rejecting claim 1, interprets "cumulative record" as illustrated in the Figure below:



**Fig. 3**

The Office Action alleges that: 1) call records 306 are interaction records; 2) the "regarding" field 320 is a "specific description of the interaction"; and, 3) Nathan Johnson's cumulative phone record is the "cumulative record". Thus, the Office Action alleges that combined call records 306, identified by "Length" 0:17, 0:13 and 0:49, are a "cumulative record".

Further the Office Action, in rejecting claim 1, contends that the above limitations are anticipated by the following disclosure in Kuhn:

As seen in FIG. 5, the supervisor may also determine, for each schedule 512, whether to record only inbound calls, only outbound calls, or both 516. Other call type options can also be included, such as options to record internal calls, calls received on particular lines (such as help lines or order lines) and the like.

Furthermore, in some embodiments the system can establish rules, either

universal rules or rules which may be associated with each individual agent as a further basis for determining whether particular calls should be recorded. A number of items can be used for such rules. In some systems, automatic number identification (ANI) or caller identification (CID) technology may be used to identify the telephone number of an incoming call. In this configuration, preferably the system is designed so that a supervisor may specify which calls to record based on the area code of the caller or, the exchange number of the caller and/or a particular phone number of the caller. In some embodiments, supervisors may also specify other parameters such as dialed number identification service (DNIS), prompted digits (such as account codes, social security number, etc.), called number (outgoing calls) and virtual device node (VDN), through which the PBX can be programmed to route calls.

Col. 6, lines 12-34.

The above quote from Kuhn describes a supervisor that selects call options or establishes rules that determine whether a call is recorded. The above quote describes the recordation of inbound calls, outbound calls, inbound and outbound calls, internal calls, calls received on particular lines, calls based on the area code of the caller, calls based on the exchange number of the caller, etc.

Claim 1 requires a cumulative record that includes entries, each entry associated with a data operation that determines how the relevant entry of the cumulative record is modified. In contrast, the above quote from Kuhn describes a screen that includes calls, each call associated with the same option or rule selected by a supervisor that determines whether a single new call is recorded on the screen. Indeed, recording a single new call will not result in the modification of a relevant previously recorded call. Kuhn simply does not disclose an option or rule that determines how a relevant previously recorded call is modified based on the new call. Kuhn therefore cannot be said to anticipate the above quoted limitation because Kuhn describes a screen that includes calls, each call associated with the same option or rule selected by a supervisor

that determines whether a single new call is recorded on the screen and claim 1 requires a cumulative record that includes entries, each entry associated with a data operation that determines how the relevant entry of the cumulative record is modified.

In summary, Kuhn does not disclose each and every limitation of claim 1, as required to support a rejection of this claim under 35 U.S.C. § 102(e).

Independent claims 14 and 27 each include a limitation corresponding substantially to the above-discussed limitation of claim 1. Accordingly, Applicants request that the above remarks and amendments contained herein also be considered when examining these other independent claims for allowability.

As dependent claims are deemed to include all limitation of claims from which they depend, the rejection of claims 2-11 and 15-25 under 35 U.S.C. 102(e) also addressed by the above remarks, and the amendments contained herein.

In summary, Applicants believe that all rejections presented in the Office Action have been fully addressed and withdrawal of these rejections is respectfully requested. Applicants furthermore believe that all claims are now in a condition for allowance, which is earnestly solicited.


If there are any additional charges, please charge Deposit Account No. 02-2666.

If a telephone interview would in any way expedite the prosecution of the present application, the Examiner is invited to contact André Marais at (408) 947-8200.

Respectfully submitted,

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VERSION OF SPECIFICATION AND CLAIMS WITH MARKINGS:

IN THE CLAIMS:

1. (Twice Amended) A method of processing customer interaction records within a customer interaction system, the method including:  
  
receiving an interaction record including interaction information describing a customer interaction;  
  
identifying a cumulative record to which the interaction record contributes; and  
  
modifying the cumulative record to reflect the interaction information contained within the interaction record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the relevant entry of the cumulative record is modified to reflect the interaction information contained within the interaction record.
2. (Unamended) The method of claim 1 wherein the identification of the cumulative record is made utilizing time information included within the interaction information of the interaction record.
3. (Unamended) The method of claim 1 wherein the identification of the cumulative record is made utilizing data type information included within the interaction information of the interaction record.
4. (Unamended) The method of claim 1 wherein the identification of the

cumulative record is made utilizing source information identifying a customer interaction system on which the customer interaction described by the interaction information occurred.

5. (Unamended) The method of claim 1 wherein the identification of the cumulative record includes constructing a key, utilizing the interaction information, that is mapped to the cumulative record.

6. (Unamended) The method of claim 1, wherein the cumulative record is identified from among a plurality of cumulative records, each of the plurality of cumulative records comprising a row of a result set that includes a plurality of columns, each column specifying the data operation that determines how the cumulative record, including the entry corresponding to the relevant column, is modified to reflect interaction information contained within the interaction record.

7. (Unamended) The method of claim 1, wherein the interaction information included within the interaction record comprises a plurality of information items, and the modifying of the cumulative record comprises performing the data operation with respect to processed information items included within the cumulative record, the processed information items corresponding to at least one information item included within the interaction record.

8. (Unamended) The method of claim 7, wherein the cumulative record comprises a plurality of processed information items, each of the processed information items being assigned to a respective column within a result set constituting a plurality of cumulative records, each of the respective columns of the result set having the respective data operation associated therewith.

9. (Unamended) The method of claim 8, wherein the data operation associated with a respective column comprises any one of a group of operations including a sum operation, a "count if" operation, a copy operation, and a "replace if" operation.

10. (Unamended) The method of claim 1 wherein the cumulative record contains interaction information derived from a plurality of interaction records for a predetermined time period.

11. (Unamended) The method of claim 10 wherein the cumulative record is stored within a database as part of a summarization record of customer interactions over the predetermined time, the summarization record comprising a plurality of cumulative records.

12. (Unamended) The method of claim 1 wherein the interaction information includes any one of a group of information items comprising source, data, time, call segment, response time, wait time, queue time, hold time and talk time.

13. (Unamended) The method of claim 1 wherein the customer interaction system comprises any one of a group of systems including an automatic call distributor, an e-mail server, a web server, a computer telephony integration server and an interactive voice response server.

14. (Twice Amended) A process for processing customer interaction records within a customer interaction system, of the process including:

a first process to receive a first record including interaction information



describing a customer interaction and to identify a cumulative record to which the first record contributes; and

a second process to modify the cumulative record to reflect the interaction information contained within the first record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the second process modifies the relevant entry of the cumulative record to reflect the interaction information contained within the interaction record.

15. (Unamended) The process of claim 14 wherein the first process identifies the cumulative record utilizing time information included within the interaction information of the interaction record.

16. (Unamended) The process of claim 14 wherein the first process identifies the cumulative record utilizing data type information included within the interaction information of the interaction record.

17. (Unamended) The process of the claim 14 wherein the first process identifies the cumulative record utilizing source information identifying a customer interaction system on which the customer interaction described by the interaction information occurred.

18. (Unamended) The process of claim 14 wherein the first process constructing a key, utilizing the interaction information, that is mapped to the cumulative record to identifying the cumulative record.

19. (Unamended) The process of claim 14, wherein the first process identifies the cumulative record from among a plurality of cumulative records, each of the plurality of cumulative records comprising a row of a result set that includes a plurality of columns, each column specifying the data operation that determines how the cumulative record, including the entry corresponding to the relevant column, is modified to reflect the interaction information contained within the interaction record.

20. (Unamended) The process of claim 14, wherein the interaction information included within the interaction record comprises a plurality of information items, and the second process modifies the cumulative record by performing the data operation with respect to processed information items included within the cumulative record, the processed information items corresponding to at least one information item included within the interaction record.

21. (Unamended) The process of claim 20, wherein the cumulative record comprises a plurality of processed information items, each of the processed information items being assigned to a respective column within a result set constituting a plurality of cumulative records, each of the respective columns of the result set having the respective data operation associated therewith that constitutes part of the second process.

22. (Unamended) The process of claim 20, wherein the data operation associated with a respective column comprises any one of a group of the operations including a sum operation, a "count if" operation, a copy operation, and a "replace if" operation.

23. (Unamended) The process of claim 14 wherein the cumulative record contains interaction information derived from a plurality of records for a predetermined time period.

24. (Unamended) The process of claim 23 including a third process that stores the cumulative record within a database as part of a summarization record of customer interactions over the predetermined time, the summarization record comprising a plurality of cumulative records.

25. (Unamended) The process of claim 14 wherein the interaction information includes any one of a group of information items comprising source, data, time, call segment, response time, wait time, queue time, hold time and talk time.

26. (Unamended) The process of claim 14 wherein the customer interaction system comprises any one of a group of systems including an automatic call distributor, an e-mail server, a web server, a computer telephony integration server and an interactive voice response server.

27. (Twice Amended) A machine-readable medium that stores a sequence of instructions that, when executed by a machine, cause the machine to perform a method of processing customer interaction records within a customer interaction system, the method including the steps of:

receiving a record including interaction information describing a customer interaction;

identifying a cumulative record to which the first record contributes; and

modifying the cumulative record to reflect the interaction information contained within the first record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the relevant entry of the cumulative record is modified to reflect the interaction information contained within the interaction record.